



**North Eastman Health Association Inc.
Job Description**

Manager, Business Office Services

Position Summary

The Manager, Business Office Services is responsible for supervising the operations of the Business Office(s). Responsible for the accounting, accounts payable and accounts receivable functions of the site(s). This position functions in a manner consistent with and supports the Mission, Vision, Values & Guiding Principles of the North Eastman Health Association.

Reports To: Director, Financial Services

Location: Various sites throughout the region

Supervises: The following classifications report to the incumbent:

- Accounting Clerks
- Receptionist Clerks
- Receptionist Typists
- Receptionists

Union: Non Union

QUALIFICATIONS:

Education and Experience

- Grade 12 graduate.
- Completion of 2nd level of CGA/CMA or combination of education and experience may be considered.
- Experience in the Business Office of a health care facility.
- Experience in Momentum software an asset.
- Demonstrated supervisory ability.
- Knowledge and experience in computerized accounting.
- Computer literacy in word processing and spreadsheet applications, preferably Microsoft Office.
- Experience in staff scheduling software an asset.

Knowledge, Skills and Abilities

- Demonstrated oral and written communication skills.
- Ability to work with a variety of sensitive information and to maintain confidentiality.

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- Ability to work independently and handle a large volume of work with a minimum of supervision.
 - Ability to maintain positive working relationships in a team based working environment.
 - Good physical and mental health to meet the demands of the position.

POSITION DUTIES AND RESPONSIBILITIES:

1. Supervises the functioning and the staff of the Business Office.
2. Interview, select, orientate and train Business Office staff.
3. Ensures individual performance appraisals of supervised staff are prepared according to regional policy.
4. Provides replacement for staff and process scheduling changes.
5. Ensures that month end reports are prepared and distributed on a timely basis.
6. Responsible for providing accounting services according to policies and procedures.
7. Ensures that an accurate accounts receivable and resident trust system is maintained.
8. Ensures that an accurate accounts payable system is maintained. Issues weekly accounts payable cheques (EGL site only)
9. Prepares bank deposits and posts cash receipts.
10. Maintains and reconciles general ledger and subledger accounts.
11. Reconciles bank account on a monthly basis.
12. Analyzes rates and investigates questionable data.
13. Assists the Director, Financial Services and Vice President, Finance and Support Services on special projects and reports as may be required from time to time.
14. Assists the Director, Financial Services in budget preparation.
15. Assists the Director, Financial Services in preparation of year-end audit working file.
16. Performs other related duties as may be assigned.
17. Provides related support to other staff.

Workplace Safety and Health

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

Patient Safety

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____ Date
Manager/ Supervisor

Approved by: _____ Date
Vice President/ CEO

Reviewed by: _____ Date
Director, Human Resources



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